

## Frequently Asked Questions on the HEMI Calendar Migration

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## **General Questions**

### **When can I start using the Outlook/Entourage Calendar?**

HQ users will start using the Outlook/Entourage calendar beginning June 27. All meetings and activities (called appointments in Outlook/Entourage) from June 1, 2004 forward and all todo's, contacts, and proxy data was migrated from MeetingMaker into your Exchange mailbox.

### **Where can I find calendar documentation?**

All HEMI calendar documentation is at <http://www.hq.nasa.gov/hemi/calendar/index.htm>.

### **What do I need to do on Day 1?**

You will find user documentation has been delivered to your office/cubicle.

This documentation will provide important information for using your HEMI Calendar for the first time. You will also find useful links to more documentation on the HEMI Web site <http://www.hq.nasa.gov/hemi>. We urge you to read the HEMI Calendar FAQs and user documentation, which can be found at <http://www.hq.nasa.gov/hemi> and to attend the training sessions available through the CTC. To schedule HEMI Calendar training sessions or demos, please contact the CTC at 358-1111 or [ctc@hq.nasa.gov](mailto:ctc@hq.nasa.gov). You can also visit the CTC HEMI page at <http://www.hq.nasa.gov/office/codec/codeci/ITservices/ctc/hemi.htm>

Should you have any questions, please contact the IT Help Desk at 358-HELP (4357), 1-866-4NASAHQ (462-7247), [service@hq.nasa.gov](mailto:service@hq.nasa.gov), or <http://www.odin.lmit.com/hq/helpdesk.html>.

### **Can I still access MeetingMaker?**

Your old Meeting Maker data will still be available for you to view, but you will not be able to use Meeting Maker to schedule meetings. To view your old calendar, launch Meeting Maker and enter your account name and password, but instead of clicking the "Sign In" button, click the "Work Offline" button.

### **How do I "validate" my MM Proxies that were migrated into Outlook?**

Mac users will need to do this in Outlook via Citrix. PC users can do this in Outlook. In Outlook, go to Tools > Options. Click on the Delegates tab. Check to see that all of your proxies transferred over. To add someone, click the add button, navigate to the users name and click o.k. Give them the permissions they should receive and click o.k. To view or change permissions for a user, click on the users name and click on the permissions button. Make the changes that you need and click ok.

### **How do I set working hours in Entourage?**

Go to Entourage > Preferences and select Calendar under General Preferences. Default work week and times are set here. However, for other users to see your free/busy times, you will need to set this up in Outlook via Citrix.

### **How do I set working hours in Outlook?**

Go to Tools > Options > Calendar Options. At the top, you will see where you can set the default working hours.

### **How do I change the background color of the calendar?**

This cannot be done on Entourage. Microsoft is working to include this feature in the next full release of Office. In Outlook, go to Tools > Options > Calendar Options. In the middle of the window, you will see the background color. Double click on the color and select a new color.

### **Meeting messages are sent via email. How do I change this?**

This cannot be changed in either Outlook or Entourage because this is how the product operates.

## **Known Day 1 Impacts**

### **My calendar only shows the past year of data. Why wasn't all the MeetingMaker data transferred?**

The processing time to perform the data migration over the weekend took longer than was initially anticipated. To shorten the length of time, we chose to import all future meetings and historical meetings up until June 1, 2004. If you have any questions about your meetings, you can always launch MeetingMaker, enter your username and password, and click "Work Offline" to access historical meetings.

### **Some of my meetings are on the wrong day. Why?**

There are two types of recurring meetings and appointments that could not be properly migrated by the Sumatra tool: weekend move and every Nth day recurrence. This impacted approximately 25 users and 47 meetings. Users will have to either move the meeting to the proper day or repropose the meeting. The Day 1 response team has the list of these meetings and will be contacting the users. If you have any questions about your meetings, you can always launch MeetingMaker, enter your username and password, and click "Work Offline" to access historical meetings.

### **I see duplicate meetings. Why?**

If you were using Outlook or Entourage calendar prior to the migration or you used Intellisync to synchronize your Outlook calendar with MeetingMaker, you will see duplicate meetings. All meetings that were migrated by the Sumatra tool will have (migrated) beside their name in MeetingMaker. The rest of the meetings were preexisting. Choose which meeting you want to keep, and delete the other copy.

### **I see lots of emails inviting me to meetings in my inbox. Why?**

The meeting request emails in your inbox are the unprocessed meeting invitations that were in your Meeting Maker as of 6pm Friday, June 24. They will disappear when you respond to the meeting requests.

### **I don't see any calendar data. Why?**

There are several things that you can do to check:

- Did you have any data in MeetingMaker to export? The amount of data in MeetingMaker will be seen in Outlook/Entourage.
- Do you have someone else manage your calendar? If so, this person may have your meetings. The Sumatra tool will not process forwarded mail. Instead, the delegatee may have your meetings. They will need to invite you as a guest to the meetings in order to have them appear in your inbox.

### **I see some characters missing from the meeting titles. Why?**

Some characters cannot be transferred by the Sumatra tool without initiating problems. Most often these are the percentage sign (%) and quotes ("). The Sumatra migration tool strips these out of meeting and activity names before inserting them into the Exchange server. You will need to manually clean up the meeting titles.

### **How do I setup and view proxies?**

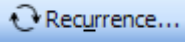
Follow the decision tree below to determine what to do for proxies. Proxies are outlined in detail for Outlook via Citrix and Outlook on the PC in the How to perform delegation in Outlook guide on the HEMI website (<http://www.hq.nasa.gov/hemi/calendar/index.htm>)

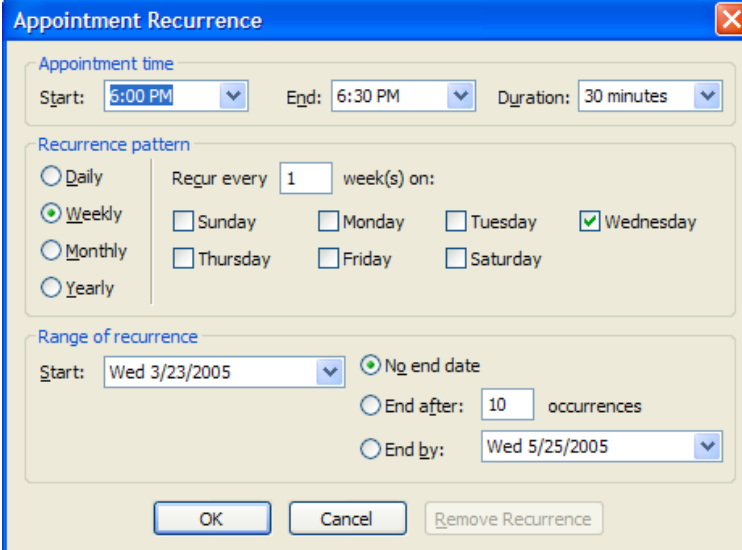
## **Meetings**

### **Can I still set up recurring meetings?**

Yes

## How do I set up a recurring meeting in Outlook?

1. In Outlook, repeating meetings are called “Recurring Meetings.” To setup a recurring meeting:
2. Create a new meeting
3. Before exiting, click **Recurrence**  in the toolbar to launch the following window:



The image shows the "Appointment Recurrence" dialog box in Microsoft Outlook. It is divided into three main sections: "Appointment time", "Recurrence pattern", and "Range of recurrence".

- Appointment time:** Contains three dropdown menus: "Start:" set to "5:00 PM", "End:" set to "6:30 PM", and "Duration:" set to "30 minutes".
- Recurrence pattern:** Contains radio buttons for "Daily", "Weekly" (selected), "Monthly", and "Yearly". To the right, it says "Recur every 1 week(s) on:" followed by checkboxes for each day of the week. "Wednesday" is checked.
- Range of recurrence:** Contains a "Start:" dropdown set to "Wed 3/23/2005". It has three radio button options: "No end date" (selected), "End after:" with a value of "10" occurrences, and "End by:" with a date dropdown set to "Wed 5/25/2005".

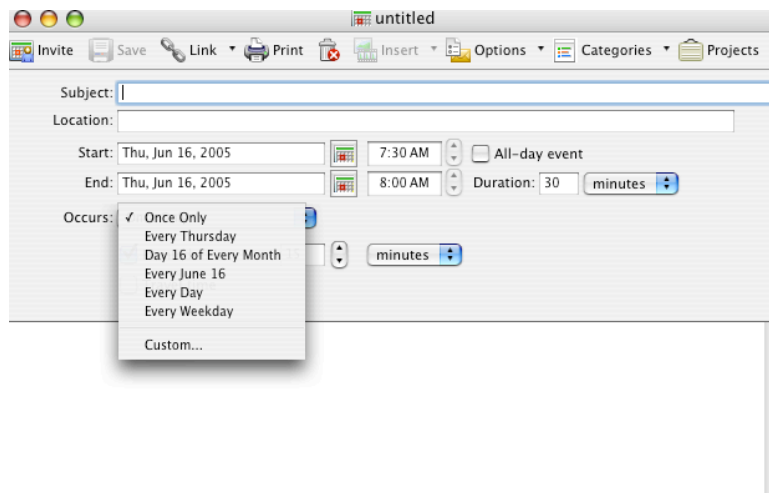
At the bottom are three buttons: "OK", "Cancel", and "Remove Recurrence".

4. In the **Appointment time** section, enter the start and end time and duration of the meeting.
5. In the **Recurrence pattern** section, enter when and how often you want the meeting to recur.
6. In the **Range of recurrence** section, enter the start and end date for the recurring meetings.
7. Click **OK** to save the recurrence.

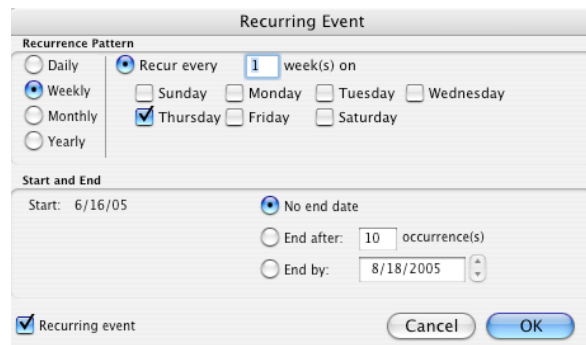
## How do I set up a recurring meeting in Entourage?

To set up a recurring meeting in Entourage

1. Create a new meeting
2. At the drop-down **Occurs** menu select one of the displayed options or the custom window



3. The **Custom...** window provides further options including end dates



4. PLEASE NOTE: when you modify an Occurrence series to add or remove dates, any existing exceptions or modifications to individual occurrences in the series, will be lost and all occurrences will be set to match the entry you are modifying. For example, when you attach a different agenda to each meeting in a recurring series, and then modify the series to add more meetings, all of the attachments are lost. Microsoft recommends starting a new recurrence series rather than modify an existing one.

## Can I create my own new group calendars and share them with other users?

This cannot be done on Entourage, but it can be done in Outlook. This is a known bug that Microsoft is working on. Mac users should setup group schedules in Outlook via Citrix. In Outlook, go to Calendar > Actions > View Group Schedules. To create a group schedule, click new and add the names you want. To view a group schedule, click on the schedule you want and click open.

### **How do I mark meetings as private?**

This cannot be done on Entourage. Microsoft is working to include this feature in the next full release of Office. The meeting can be setup and marked private in Outlook via Citrix. In Outlook, create a meeting or open an existing meeting. In the lower right hand corner of the appointment window, check the box marked Private. Private meetings will appear on the calendar with a key below the meeting name.

### **How do I autopick a time in Entourage?**

This cannot be done on Entourage. This is a known bug that Microsoft is working on. The meeting should be setup in Outlook via Citrix.

### **How do I autopick a time in Outlook?**

When you are creating a new meeting, in the scheduling tab, you will see a button in the lower left hand corner labeled autopick next. Enter the attendees and then click this button to find the next free time.

### **How do I autoaccept a meeting in Entourage?**

Go to Entourage > Preferences and select Calendar under General Preferences. Check the box next to "Tentatively add events when invitations are received."

### **How do I autoaccept a meeting in Outlook?**

Goto Tools > Options > Calendar Options > Resource Scheduling. Check the box next to Automatically Accept meeting requests and cancellations. If you want to decline conflicting meeting requests or recurring meeting requests, check the appropriate boxes.

### **How can I look at meeting responses to identify whether an invitee has declined or changed their response in Entourage?**

When the invitation has been sent, double click the meeting. An info bar will appear at the top of the meeting. In this info bar, you will see a URL called "View attendee status." Click on this URL and a window will appear displaying all users and the status of their responses.

### **How can I look at meeting responses to identify whether an invitee has declined or changed their response in Outlook?**

Double click on the meeting that you want to know about. Click on the tracking tab and you will see the list of attendee and their status.



## How do I schedule a conference room?

You can only schedule conference rooms in Outlook/Entourage that could be scheduled in MeetingMaker. Any conference room that requires the FHDS will need to be scheduled through the FHDS. For conference rooms in Outlook/Entourage, look up the name of the conference room and invite them as a guest to the meeting. Be sure to click on the red arrow beside the name and change the status from required attendee to resource. Once you have done this, the name of the conference room will appear in the location field.

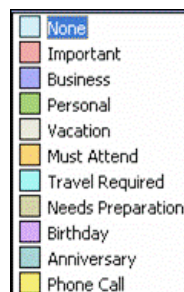
## Labels

### Will colors on labels be migrated?

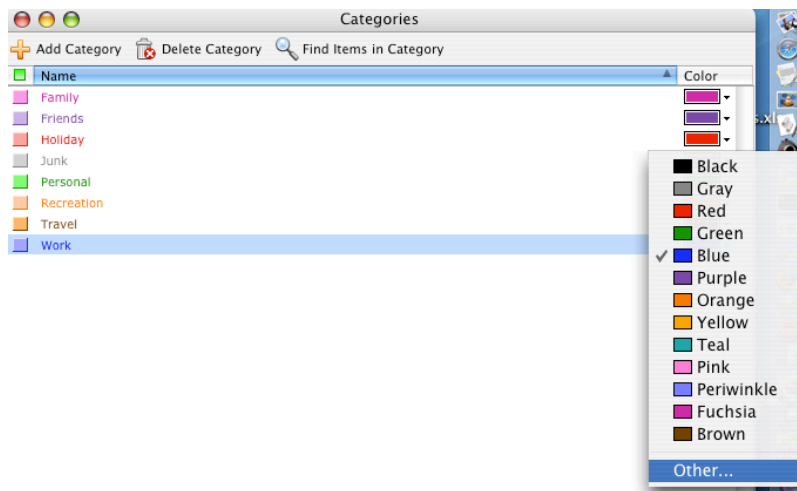
Colors on labels will not carry from MeetingMaker into Outlook/Entourage. We are working on documenting procedures on how to label meetings.

### How can I customize labels in Outlook/Entourage? Can I change the color of the labels?

In Outlook, the label colors can't be changed, but the names can be changed. The colors and the default label names are as follows:



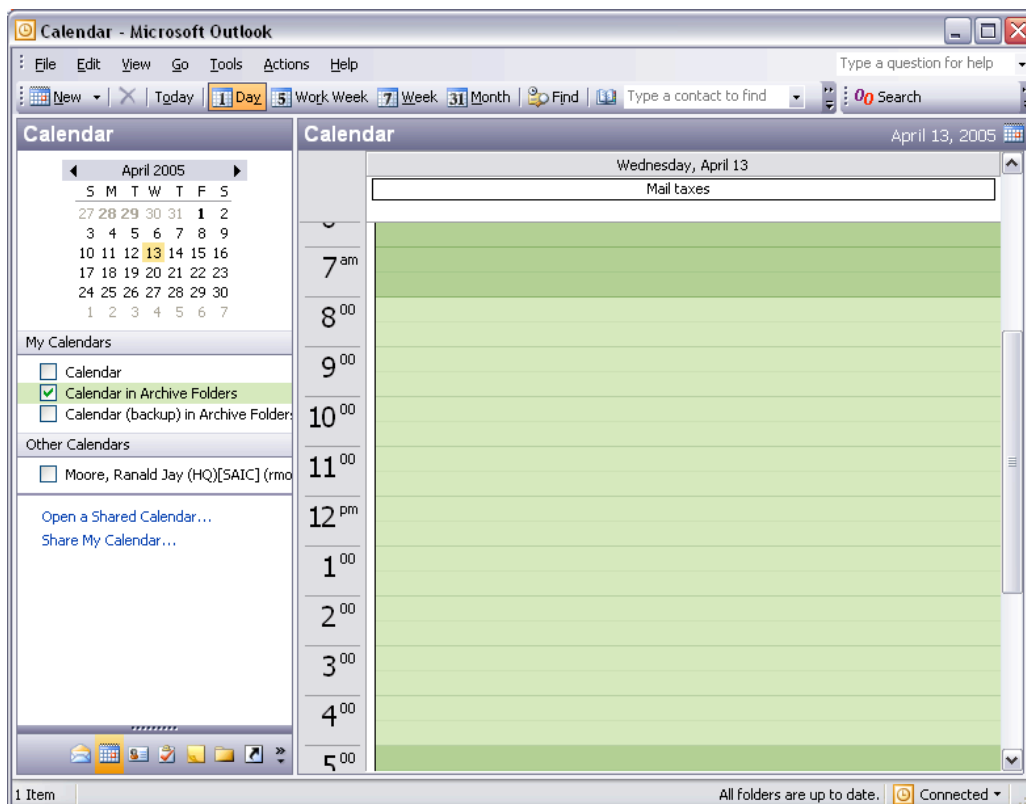
In Entourage, the labels can be changed and customized from the palette by going to Edit/Edit Categories/Categories. The right hand side drop down menu provides 12 additional colors. Clicking **Other...** brings up a palette that will allow you to further customize the category.



## **Banners**

### **What happens to the banners I had in Meeting Maker? Will I lose them?**

Banners will be imported as all-day events and they will appear in the event window of the calendar as shown below for both Entourage and Outlook users.



## **Resources - Locations/Conference Rooms**

**Will resources and locations (i.e. code X conference room) be migrated?**

Yes

**How and where will they appear in Outlook/Entourage?**

Resources/Conference rooms will appear as functional accounts in Outlook/Entourage with the same names that they have today, but with the addition of the prefix CR-HQ-. For example, the AV Conference Support resource in MeetingMaker will appear as HQ-AV Conference Support in Exchange and MIC7a will appear as CR-HQ-MIC7a.

**Where will the resources be in Outlook/Entourage?**

You can find resources listed in the Global Address List. In Entourage you cannot browse the GAL only search via the Check Names button or via Directory Services.

**How will I choose a resource or location from Outlook?**

In the new appointment window, simply invite the location as an attendee.

**How will I choose a resource or location from Entourage?**

In **Outlook** go to the new appointment window and invite the location as an attendee.

In Entourage, there are two ways to choose a location, via Citrix or through the Outlook Web Application client. To set up your meeting through OWA and invite a location, do the following:

1. Launch a browser and go to <https://webmail.nasa.gov>
2. Select Headquarters (HQ)
3. Log in (remembering to enter hq\ before your login id)
4. Click on the Calendar tab
5. Double click on the time for the meeting
6. Click on the Resources option and enter the name of the location you wish to book
7. For future convenience click on the Add recipient ... and Resources button to store the location

## **Proxies**

**Will Proxies be migrated?**

Yes. In Outlook/Entourage, they are called delegates. Delegation is currently available for the Outlook client. Mac users will have to use Outlook Web Access or Outlook 2003 via Citrix for delegation. Delegate access grants another person permission to manage

your E-mail, Calendar, Contacts, Tasks, Notes, or Journal on your behalf. Delegates can have Editor, Author, or Reviewer permissions.

**Author:** With author permissions, the delegate can read and create items, modify and delete items the owner creates, and send items on behalf of the owner. For example, a delegate can create task requests and meeting requests directly in the owner's Task or Calendar folder, and then send either item on the owner's behalf.

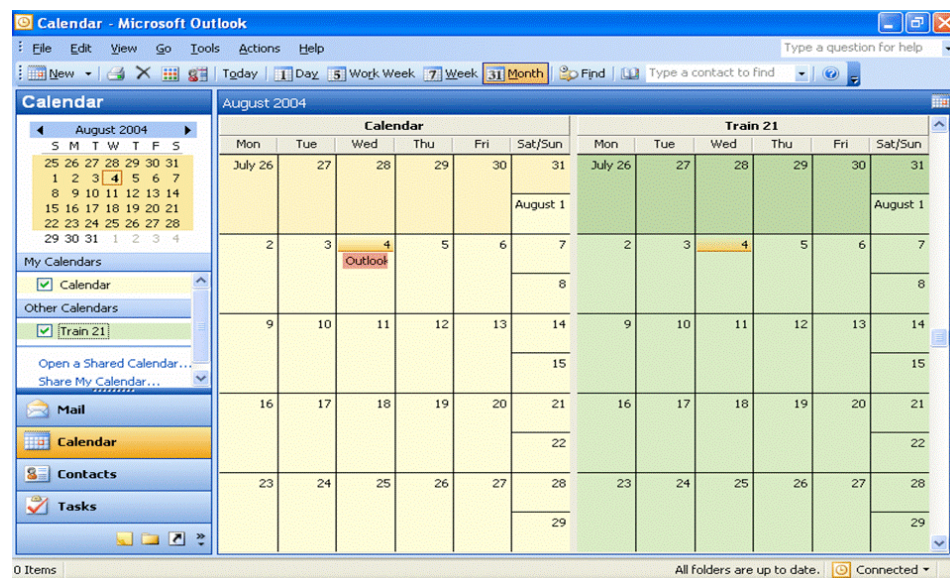
**Editor:** With editor permissions, the delegate can do everything the Author permission grants, plus modify and delete the items the owner created.

**Reviewer:** With reviewer permissions, the delegate can read items only.

## Where will the proxies be in Outlook? How will users choose a proxy from Outlook?

If someone has granted you delegate privileges to their calendar, perform the following steps to open their calendar:

1. On the **Tools** menu, click **E-Mail Accounts**.
2. Click **View or change existing e-mail accounts**, and then click **Next**.
3. In the list, click the Exchange account type, and then click **Change**.
4. Click **More Settings**, and then click the **Advanced** tab.
5. Click **Add**, type the mailbox name of the person whose mailbox you want to add, and then click **OK**.
6. Click **Next** and click **Finish**.
7. On the **Go** menu, click **Folder List**. The other person's mailbox should be now visible next to yours.



Once you have opened the calendar once, you can easily open the calendar in the future by clicking on the calendar or person's name in Other Calendars in the left-hand side.

### **Where will the proxies be in Entourage? How will users choose a proxy from Entourage?**

Proxies currently cannot be accessed through Entourage. Both Outlook Web Access (OWA) and Outlook via Citrix can access proxies. However, there are limitations with OWA and we recommend that if you need to monitor more than 4 calendars you should use Citrix.

## **Group Calendars**

### **Under Public directory, will the Code A, Code B, Code C, etc. groups be migrated?**

Yes. Group calendars will be migrated. They will be setup as functional accounts and the owner of the group calendar in MeetingMaker will be the owner of the calendar in Exchange. You will be able to see your personal calendar and the group calendar.

### **How will I access this in Outlook/Entourage?**

They will appear in the Global Address List (GAL) with an HQ- prefix to the name.

### **Will these groups still say "Code" A, etc., or will the names change (to Office of the administrator)?**

The same names that are in use today will appear in the Global Address List. For example, the code-A calendar in MeetingMaker will be HQ-codeA in the Global Address List.

### **Will I have to recreate the proxies?**

No. Proxies will be imported during the migration.

### **What are we doing about calendars whose owner is no longer with NASA? How will proxies be re-established for those users?**

We will work with the ITPOC's to identify new owners for any group calendars that have owners who are no longer here.

## **PDA Devices**

### **I have a BlackBerry, Palm Pilot, or Treo PDA device. What do I have to do get the calendar to sync with my device?**

The following table outlines what will occur after the data migration for each device on the PC and Mac desktops:

<b>PDA Device</b>	<b>PC</b>	<b>Mac</b>
<b>BlackBerry</b>	Users who already have BlackBerry service through HEMI's BES will not have to do anything. Meetings will automatically be synchronized after data migration.	Users who already have BlackBerry service through HEMI's BES will not have to do anything. Meetings will automatically be synchronized after data migration.
<b>Treo</b>	Users who already have Treo service through HEMI's Goodlink will not have to do anything. Meetings will automatically be synchronized after data migration.	Users who already have Treo service through HEMI's Goodlink will not have to do anything. Meetings will automatically be synchronized after data migration.
<b>Palm</b>	See your ITPOC for options.	See your ITPOC for options..

### **Do I have to put in a request for someone to configure this? Or, will someone come to my desk automatically?**

We have a list of all ODIN supported palm devices and are working on the details of how the desktop touch will operate.

### **Will I have to push any buttons on my device afterwards, or will the syncing continue to happen?**

You will continue to use the current method of data synchronization after the migration.

## **Time Zones**

### **How will changing time zones in Entourage Calendar affect my appointments when I return to Headquarters?**

I am a Macintosh user and have to travel to centers in other time zones. When I do, I like to set both my system clock and calendar clock to the local time. This has caused

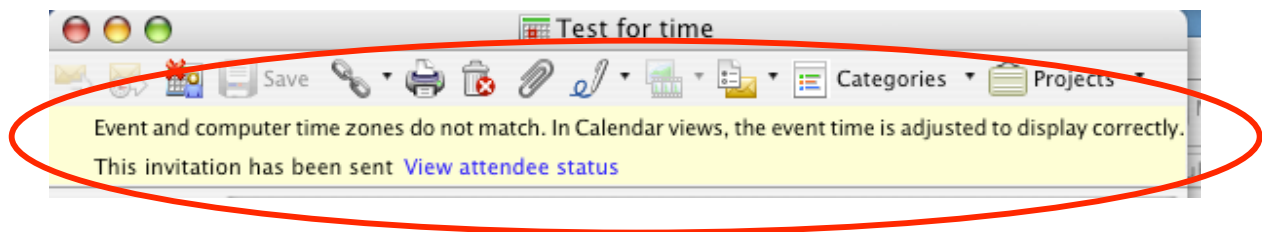
me problems in the past, so can you please tell me what will happen if I do the following with the new Entourage calendar or through Outlook Web Access?

For example, I am away and need to set up meetings with my colleagues at HQ for dates that occur after I have returned to Washington. If I am in California, for example, and set up a meeting for 11:00 a.m. DC time do I enter it in my calendar as 8:00 a.m. or 11:00 a.m.?

#### A: For Entourage Calendar

- Set both your system clock (in Date & Time system preferences) and Entourage calendar clock (menu options Entourage/Preferences/Calendar/Default Time Zone) to your current off-site location, and enter the time as 8:00 a.m.
- If you invite others to the meeting while you are in a different time zone, the invitation they receive will automatically adjust the time to match their own calendar time setting (i.e. Eastern Standard Time.)
- When you return to HQ and set your system and calendar clocks back to EST, the 8:00 a.m. will automatically appear in your open calendar view as 11:00 a.m.

However, please note, that if, after you have returned to HQ, you double click on a meeting that was originally entered in another time zone (as you would if you were going to make any changes) you will possibly see the following message indicating that in this particular input window of the calendar there is a problem reconciling the times. Ignore the message! The time will appear correctly in the main calendar window.



#### B: For Outlook Web Access (OWA)

- When you are off-site and use Outlook Web Access (OWA) to set up your meetings, you will need to set both your system clock and OWA to the local time (through the Options/ Current Time Zone feature in OWA.) The effect of this will be:
  - An appointment for 12:00 noon that was entered while the computer and browser were set to Pacific time will produce the following
    - Calendar still set to Pacific time will show 9:00 am.
    - Calendar set to Eastern Standard Time will show 12:00 noon
    - Invitees at HQ who accept the invitation will see 12:00 noon
- Do not forget to change both your system time and OWA time to Eastern Standard Time when you return to NASA HQ to ensure that proper synchronization takes place.
- The five minute synchronization period will still apply to OWA

## **How will changing time zones in my Outlook calendar affect my appointments when I return to Headquarters?**

I am a PC user and have to travel to centers in other time zones. When I do, I like to set both my system clock and calendar clock to the local time. This has caused me problems in the past, so can you please tell me what will happen if I do the following with the new Outlook calendar or through Outlook Web Access?

For example, I am away and need to set up meetings with my colleagues at HQ for dates that occur after I have returned to Washington. If I am in California, for example, and set up a meeting for 11:00 a.m. DC time do I enter it in my calendar as 8:00 a.m. or 11:00 a.m.?

### **A: For Outlook Calendar**

- Set both your system clock (Start > Control Panel > Date and Time) and Outlook calendar clock (Tools > Options > Calendar Options > Time Zone) to your current off-site location, and enter the time as 8:00 a.m.
- If you invite others to the meeting while you are in a different time zone, the invitation they receive will automatically adjust the time to match their own calendar time setting (i.e. Eastern Standard Time.)
- When you return to HQ and set your system and calendar clocks back to EST, the 8:00 a.m. will automatically appear in your open calendar view as 11:00 a.m.

However, please note, that if, after you have returned to HQ, you double click on a meeting that was originally entered in another time zone (as you would if you were going to make any changes) you will possibly see the following message indicating that in this particular input window of the calendar there is a problem reconciling the times. Ignore the message! The time will appear correctly in the main calendar window.

### **B: For Outlook Web Access (OWA)**

- When you are off-site and use Outlook Web Access (OWA) to set up your meetings, you will need to set both your system clock and OWA to the local time (through the Options/ Current Time Zone feature in OWA.) The effect of this will be:
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